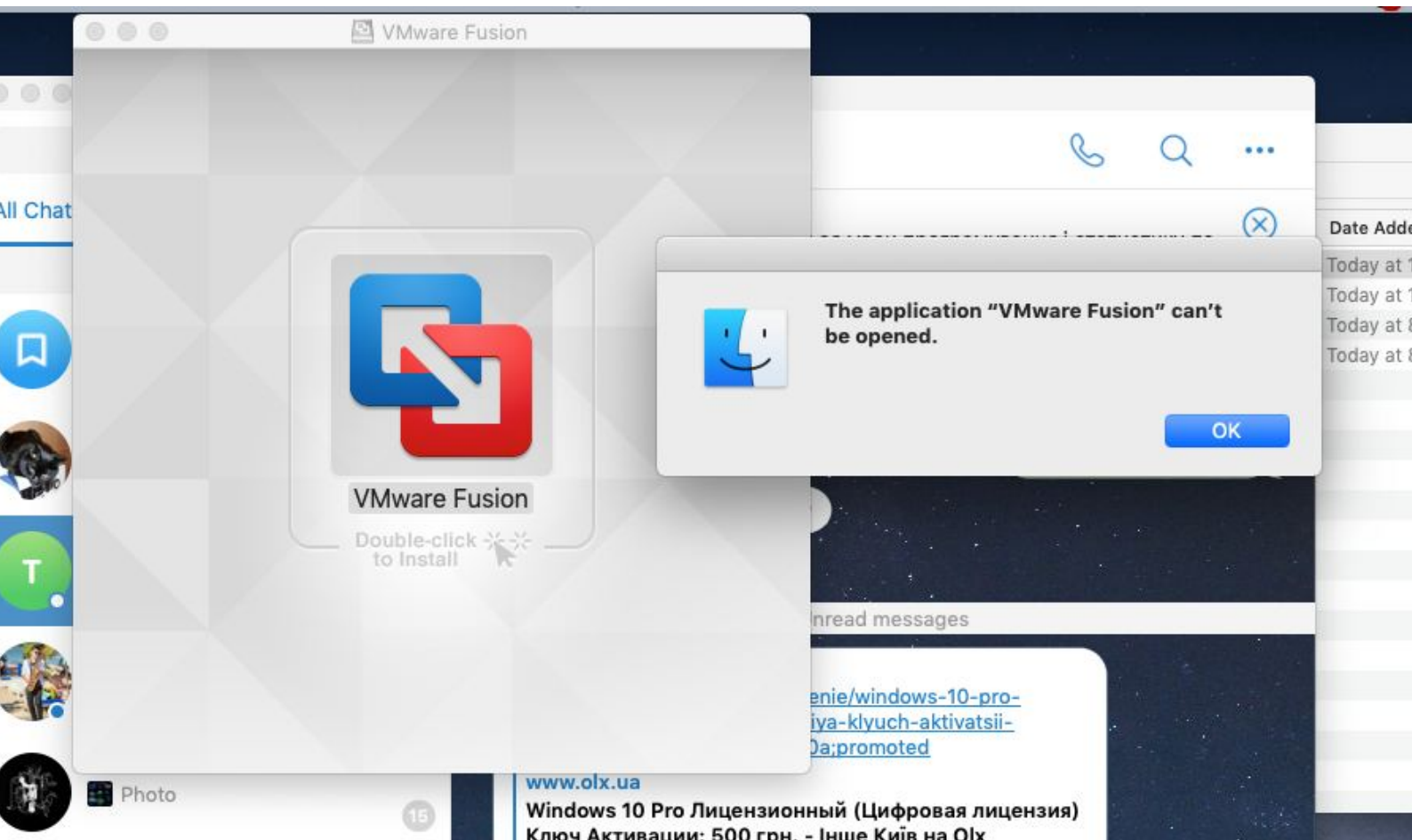


F L A M E

User Assistance Document

In this document you can find a possible way to fix your Mac, if you will have the same issue again.



Fix this issue via Internet Recovery

WARNING! You will need to move all your files located on your device^ because you will need to erase your SSD.

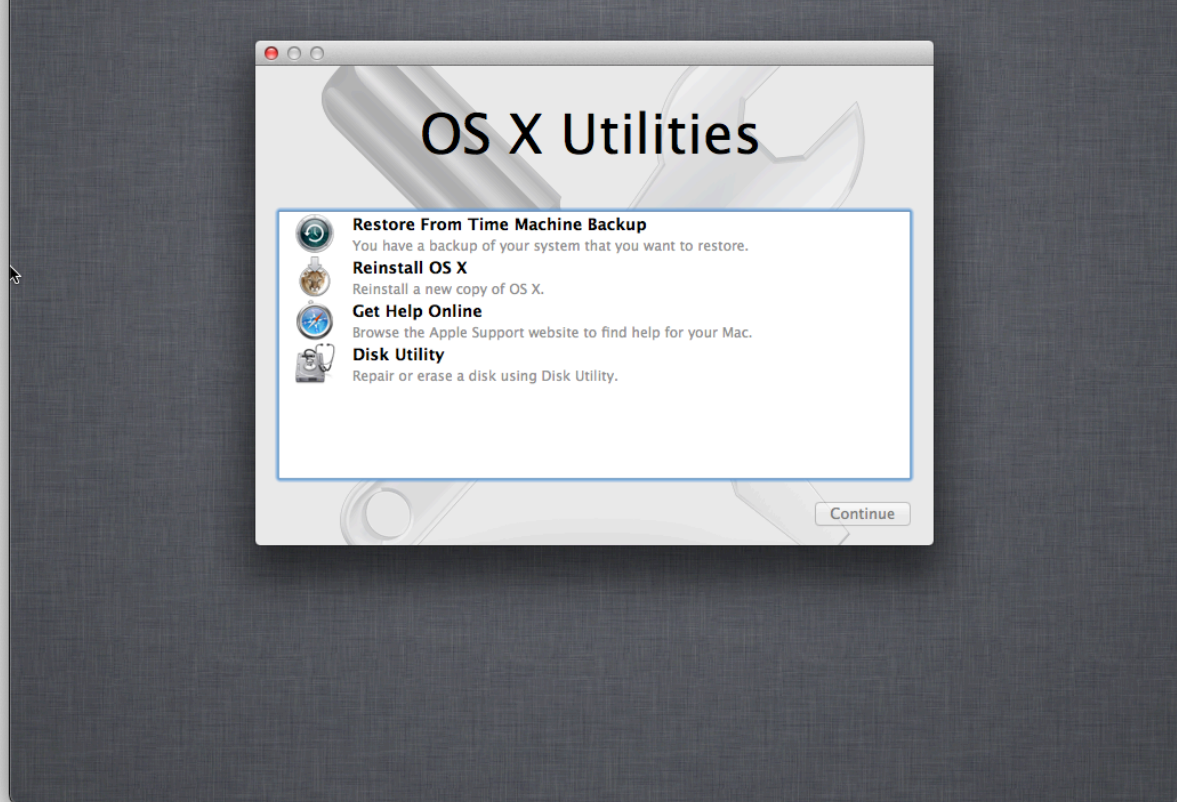
After you got ready for fixing, turn off your Mac. Then turn it on again by holding Shift+Alt+Cmd+R until you will see a spinning globe. If possible, connect Ethernet cable. You will go to Internet Recovery.

ATTENTION! If no Ethernet cable was plugged in, you will need to select an available network.

ATTENTION! Even if you have plugged Ethernet in, the preparation of Internet Recovery workflow can take up to 5 minutes.

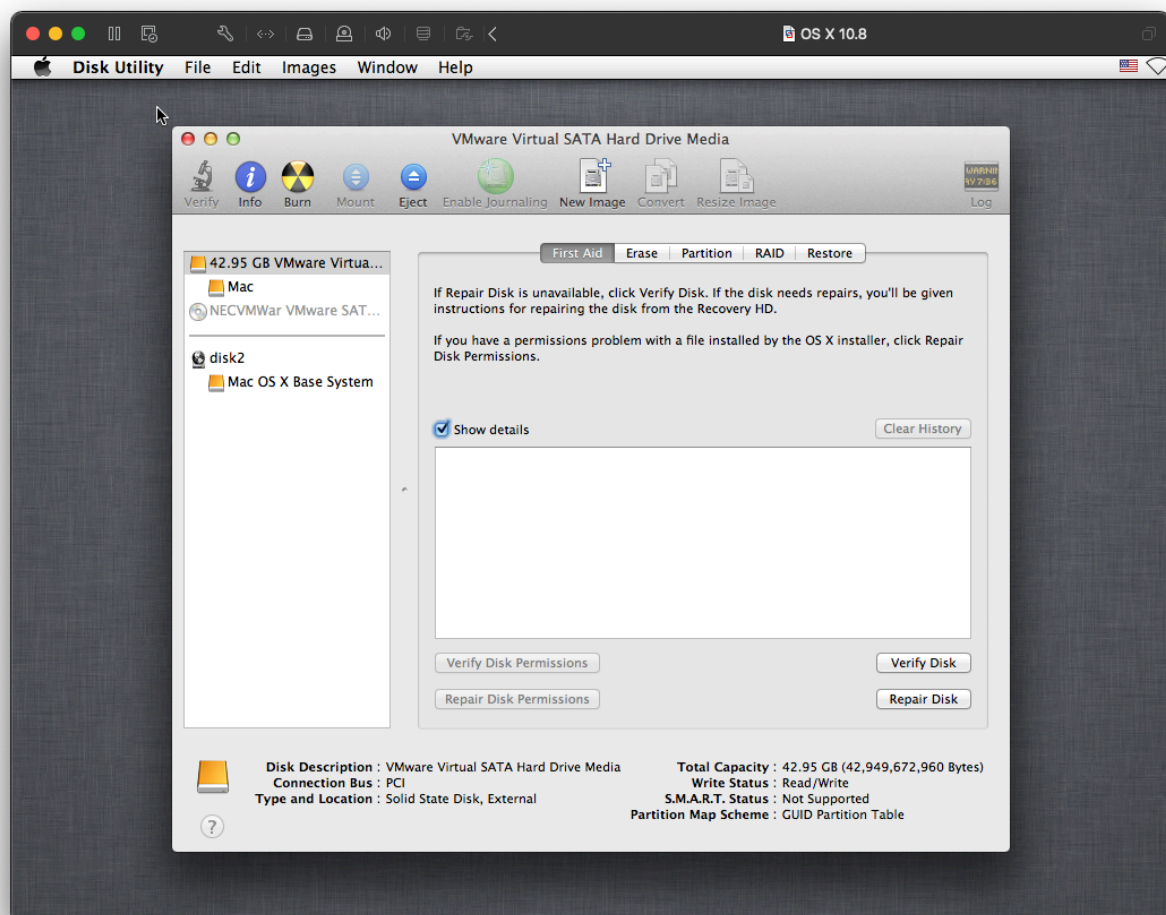
After you will see a prompt to select a language, select it.

If you don't see this prompt, it's also OK.



After you will select a language or directly after Internet Recovery finished loading, you will see this. Firstly, select "Disk Utility" and click "Continue".

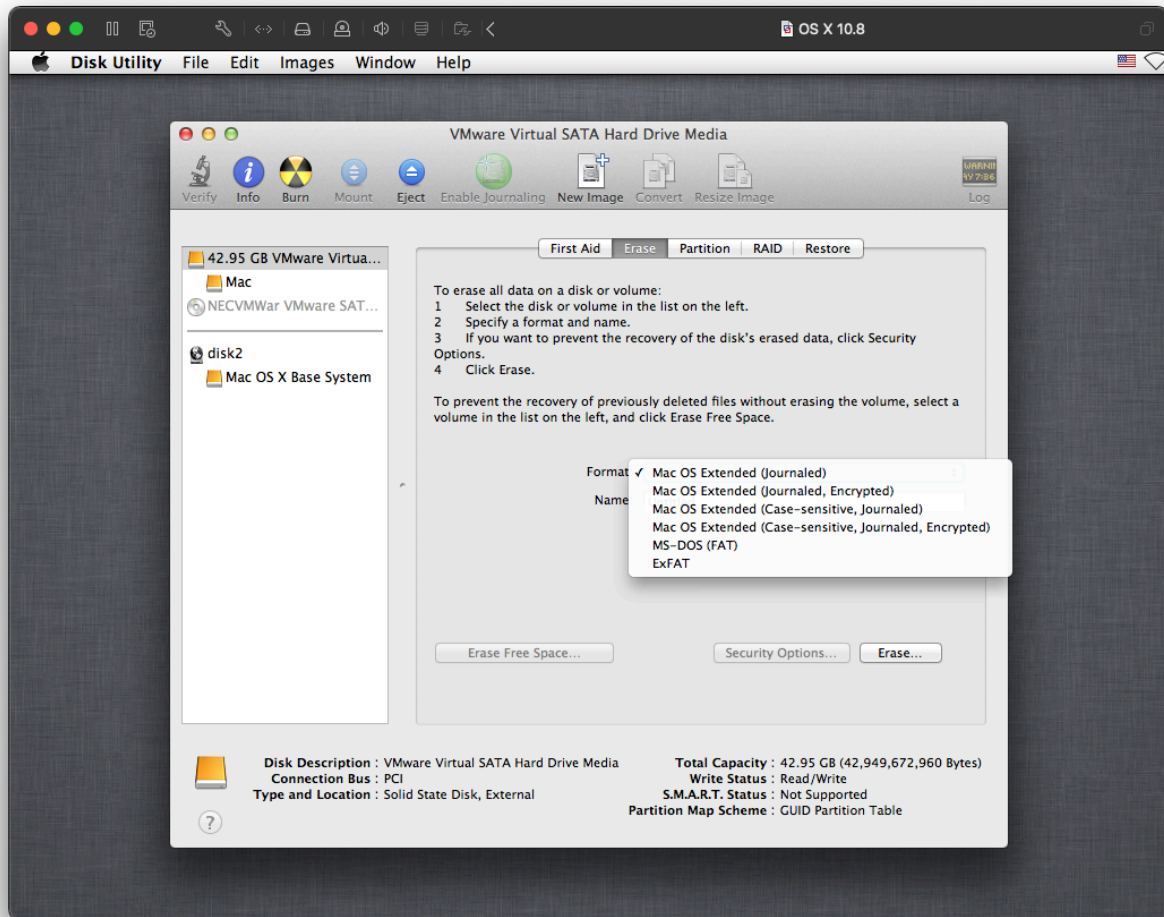
WARNING! Make sure you have selected a drive, not a volume.



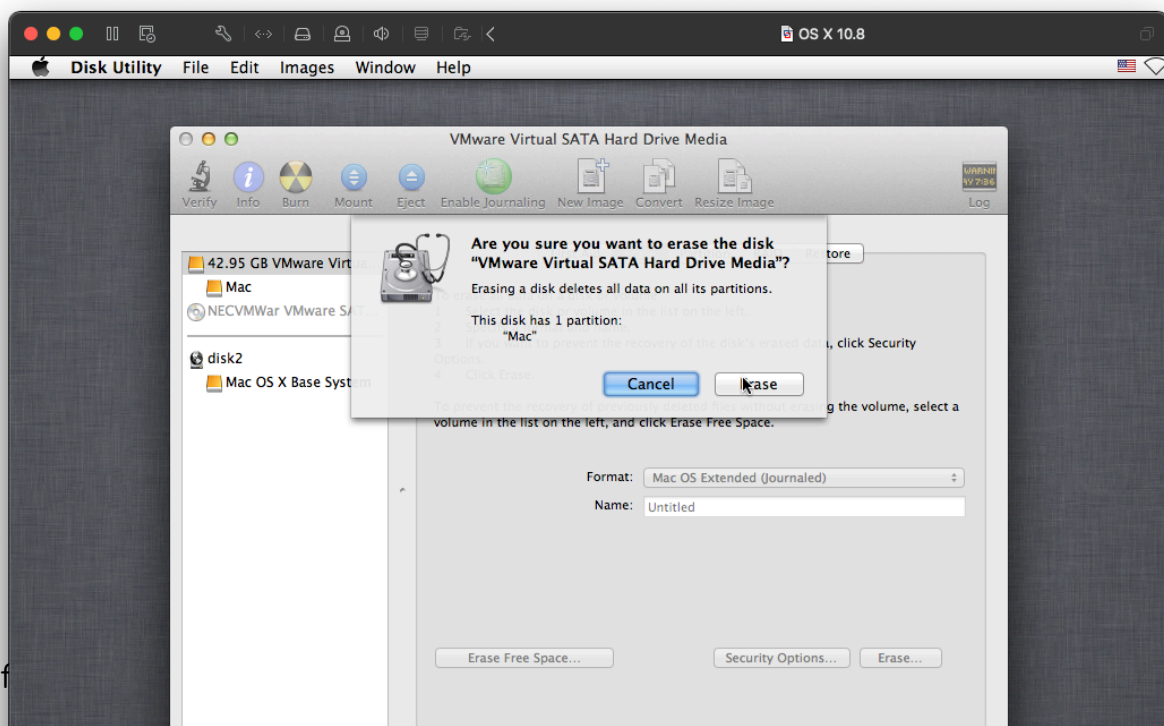
You will be redirected to Disk Utility.

WARNING! In case with your Mac, it will look directly the same.

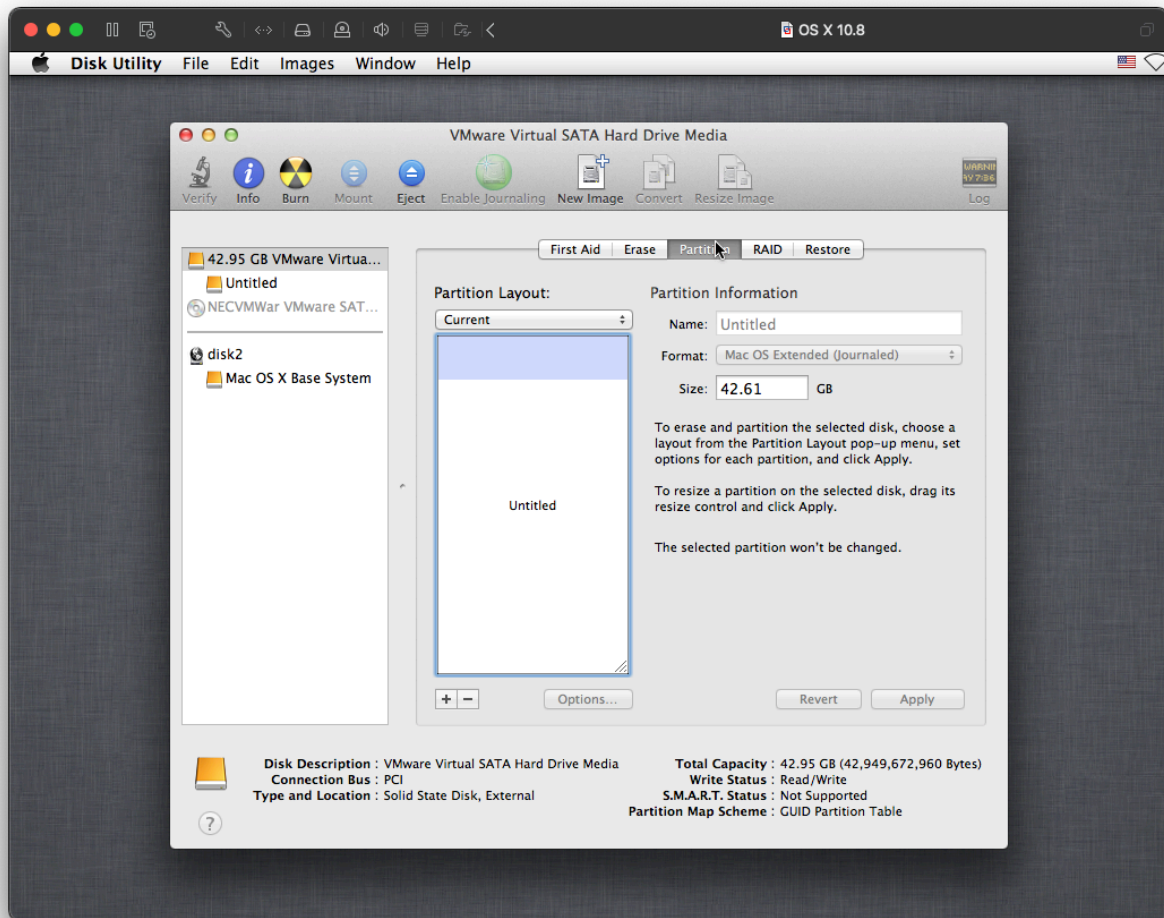
Select "Erase" in top menu.



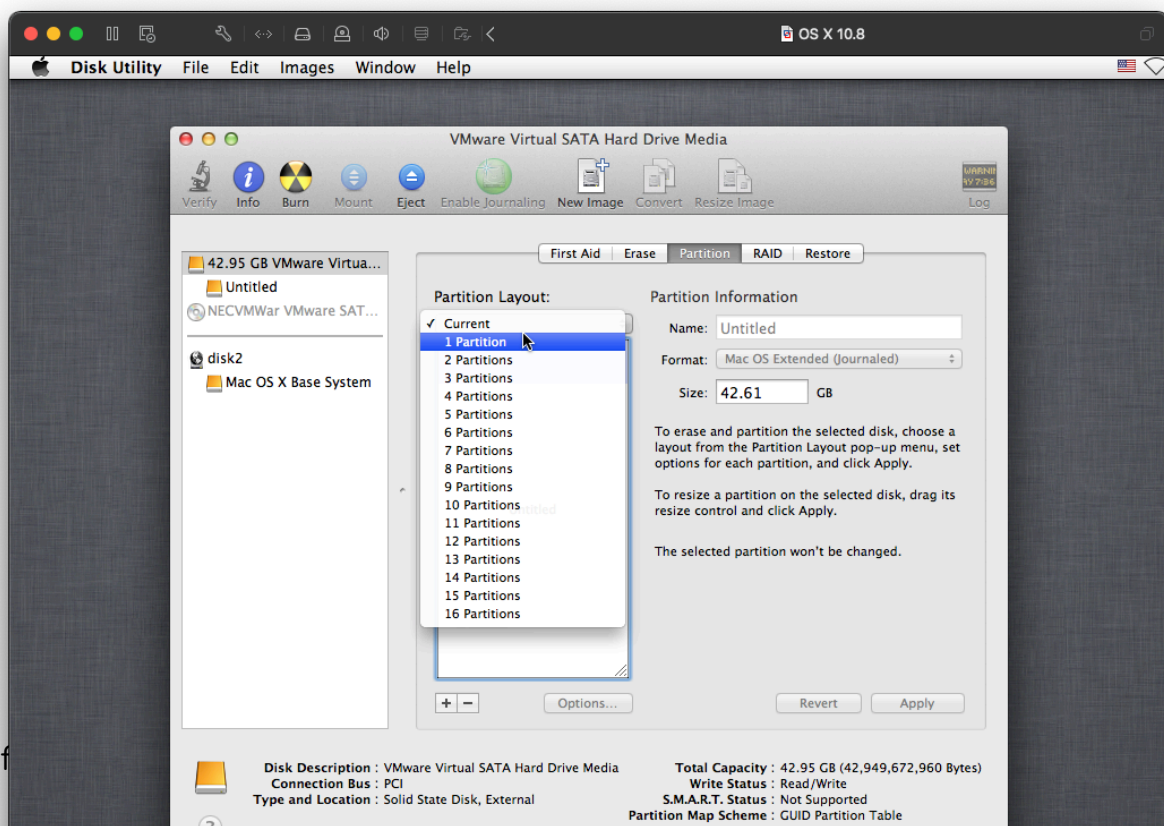
Select the erasing format. For fixing, we need "Mac OS Extended (Journaled)". Then, click "Erase". On prompt window, click "Erase".



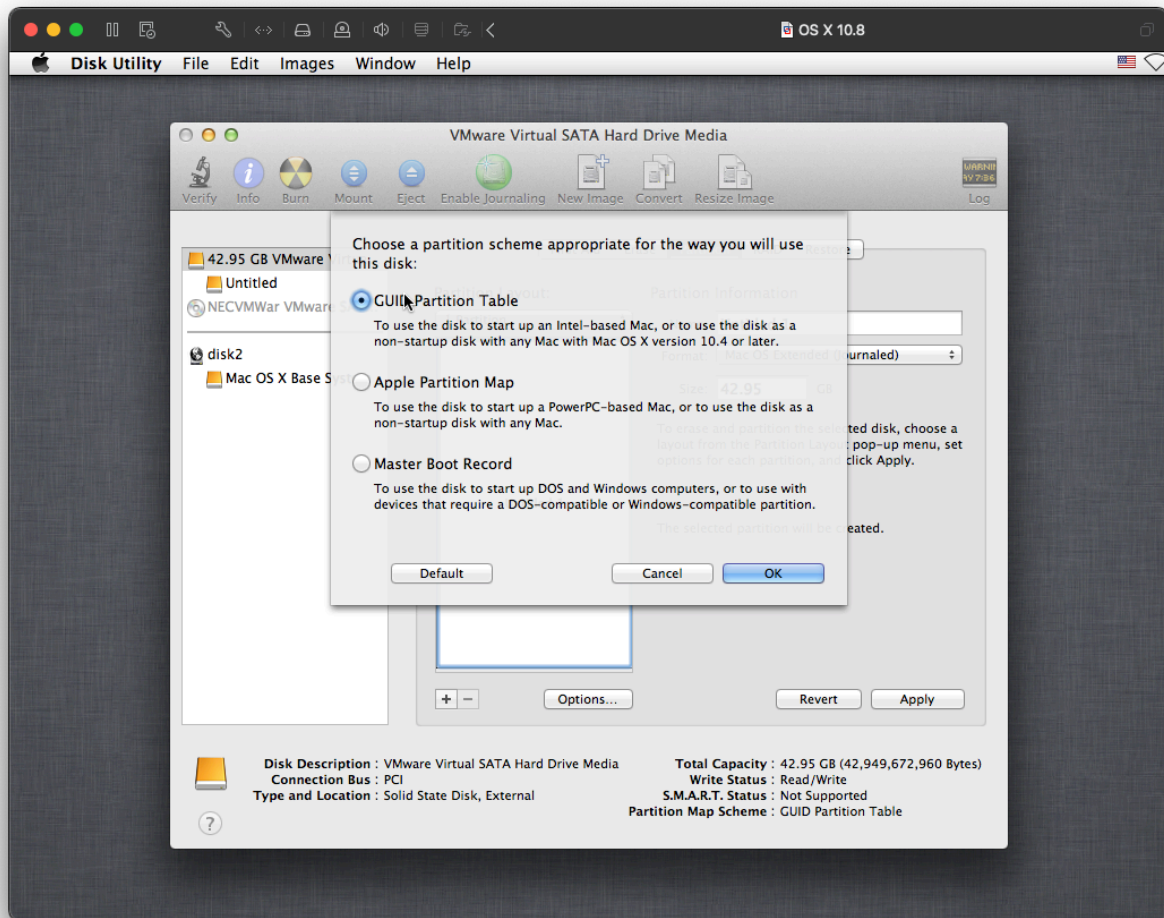
After erasing is completed, click "Partition".



Then click "Current" under Partition Layout. In drop down menu select "1 Partition". For fixing, it's OK.



Then click "Options".



In drop down menu, select "GUID Partition Table" and click OK.

After that, click "Apply".

On drop down prompt, click "Partition".

After the partitioning is completed, click Cmd+Q.

After that, you will see OS X Utilities window again. Choose "Reinstall OS X" and click "Continue".

Go through all steps and start the installation of OS X Mountain Lion.

WARNING! With Internet Recovery you can reset all data, all setting made on your Mac.

After the installation is completed, and you see the desktop of OS X, go [here](#) to download necessary installer.